



**NAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY**

Faculty of Management Sciences

Department of Management

QUALIFICATION: Bachelor of Business and Information Administration	
QUALIFICATION CODE: 07BBIA	LEVEL: 6
COURSE: Administrative Management 2B	COURSE CODE: AMM621S
DATE: November 2019	SESSION: 1
DURATION: 2 Hours	MARKS: 100

FIRST OPPORTUNITY EXAMINATION QUESTION PAPER	
EXAMINER(S)	Mr G Kaisara
MODERATOR:	Ms A Schroeder

INSTRUCTIONS
<ol style="list-style-type: none">1. You have to answer all questions.2. Read all the questions carefully before answering.3. Please number your answers clearly.4. Make sure your student number appears on the answering script.

PERMISSIBLE MATERIALS

1. Blue/black pen and a ruler.

THIS QUESTION PAPER CONSISTS OF 4 PAGES
(Including this front page)

Question 1

[5x2 Marks]

- 1.1 When hiring, which of the following candidates should an organization look for:
- a) The most academically qualified
 - b) The most affordable one
 - c) The most fitted for the job
 - d) The previously disadvantaged
- 1.2 When home workers gathering at a local work centre for interaction and access to technology. This is;
- a) Caves
 - b) Commons
 - c) Cottaging
 - d) Guesting
- 1.3 Which of the following is true of fluorescent lighting bulbs.
- a) Relatively more expensive to purchase
 - b) Light is more artificial
 - c) More durable
 - d) All of the above
- 1.1 A small problem that is not addressed and gradually increases into a big problem is known as;
- a) Contingency plan
 - b) Snowball effect
 - c) Authority vacuum
 - d) Risk aversion
- 1.5 This is the area of work environment is concerned with the **sound** element.
- a) Biophillics
 - b) Acoustics
 - c) Interruptions
 - d) Air quality

Question 2

[70 Marks]

- 2.1 Organisations are part of a system. Name and discuss the three types of interdependences found in a typical organisation [6]
- 2.2 Recruiters often make a key mistake when hiring new employees? What is that particular mistake? [2]

- 2.3 There is a debate whether the supervisor should be very friendly with his subordinates or not. Debate this issue. [4]
- 2.4 You are a manager of XYZ Enterprises. You realise that your team is **demotivated**, **undisciplined**, and **disrespected** the previous manager due to his qualifications. What three forms of power would you use to address the situation? Indicate what power you would use to address each of the three problems. [9]
- 2.5 There are two issues (criteria) that you should consider when determining priority of work to be done. Discuss them. [4]
- 2.6 You realise that your manager is always overloaded with work, and therefore you suggest that she delegates some of the work. She is not sure what kind of work to delegate. Advise her which of her work she could delegate, and give two good reasons for that. [6]
- 2.7 Your manager decides to fill a vacant post, and is thinking of promoting someone from within. Advise your manager on two advantages and two disadvantages of promotion as a recruitment tool. [8]
- 2.8 In this year of 2019, the economy of Namibia continues to be under-performing. As a result this an effect on recruitment options. Fully discuss the relationship between recruitment options and the economic performance of the country. [6]
- 2.9 Draft Covey's Time Management Matrix, and label what you should do in each instance. [12]
- 2.10 Your manager believes that she doesn't have time to waste planning, she believes that she saves a lot of time by not spending hours planning. What is your view of that statement from your manager? Why? [3]
- 2.11 Discuss five reasons why managers may fail to delegate. [10]

Question 3 – Definition of Terms

[10 Marks]

Define the following terms

- 3.1 Ergonomics
 3.2 Biophylic office
 3.3 Delegation
 3.4 Hot-desking

3.5 Sick Building Syndrome

Question 4

[10 Marks]

Short Questions

- 4.1 How do we evaluate whether an event has been successful? [2]
- 4.2 List any five physiological reasons why people may attend an event. [4]
- 4.3 List the four common areas of discrimination. [4]